

Isha Goyal

Sr. D&T Quality Engineer



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SUMMARY

Accomplished QA professional with 10+ years of experience in an **agile development environment** for Web based application. Successful contribution in **quality management, project management, process improvement, product-development life cycle** methodologies and managing project and taking ownership on timely delivery of products in every sprint.

Have in-depth knowledge of Software Development Life Cycle (SDLC) methodologies, assisting Product Owner and Scrum Master on several projects, experience working in **Agile, Waterfall methodologies**. Primarily in **Agile methodology** handling **Scrum team** offshore and onsite.

Well versed **with Usability, GUI, Functional, Integration, System, Regression, Localization and Smoke/Sanity and UAT**.

WORK EXPERIENCE

CBRE, Gurgaon (Sep 23 to Present)

NTT Data Services, Noida
(Mar 2021 to Aug 2023)

Accenture, Gurgaon (Dec 2009 to Feb 2021)

TECHNICAL SKILL

❖ Tools	:	Soap UI, Postman, Ready-API, JMeter, IntelliJ, MS-SQL
❖ Project Management	:	Confluence, Swagger, Azure DevOps
❖ Test Management Tool	:	JIRA, TFS, HP-QC
❖ Language	:	HTML, XML, JSON, JAVA, Groovy Script

PROJECTS ASSIGNED

Project 1: TOPS2-VAS CBRE

Sep 2023 to Current

Role – Sr. D&T Quality Engineer.

- Manual and Automation Testing.
- Managing a testing team of 4 resources and providing guidance on testing best practices and methodologies.
- Responsible for System End-to-End testing of application.
- Developed and executed automation test scripts using Selenium BDD cucumber framework increasing the test efficiency by 30%.
- Used JMeter for performance testing, Webservices and API.
- Creating and maintaining the Test Logs and Process oriented documents for Internal/External audits.
- Created automation scripts for new features using Playwright script along with Git hub co-pilot.
- Responsible for facilitating all major and minor releases with zero P1 Production issues.
- Maintaining automation suites and utilizing the same to increase the regression efficiency.
- Involved in S2 and S3 meetings and responsible for maintaining Monthly automation dashboard.

Project 2: Vocalink in NTT Data Service

Mar 2021 to Aug 2023

Role: Industry Consulting Manager

- Leading a team of 5 resources.
- Responsible for End-to-End testing of APIs in Integration environment.
- Tested RESTful services using Ready API Tool.
- Worked closely with web development team and BSD team to ensure quality.
- Worked on Automation test pack of API using Groovy Script.
- Responsible for maintaining metrics like Weekly Dashboard, Test Plan and Test Closure Report.
- Involved in Defect Triage meetings for prioritizing and closure of defects.
- Responsible for maintaining Sanity packs for CR environment.

Project 3: Think Beyond (Royal London) in Accenture

Jan 2018 to Feb 2021

Role: QA Lead

- Responsible for the DEV to CIT release of the application with 9 resources working under me.
- Support, co-ordination, and responsibility of the back-end system creation which includes review of Technical Tier Document, request and response structure.
- Provided support for all Core Web service technologies, including WSDL/WADL and SOAP/REST.
- Status Reporting (Daily/Weekly status report, Test Summary Report and Productivity sheet, Metric reporting).
- Tested web services/XML/SOAP/RESTful services using Ready Tool and Cucumber Framework.
- Converted 4000+ individual API Test cases from Ready API to Cucumber Protractor Framework.
- Worked on Automated Deployment scripts to enable the health check while deployment of APIs into higher environment.
- Implement corrective measures to prevent Defect Leakage through API Mapping field validations and checking the internal orchestration of API.
- Responsible for creating and maintaining Test Approach Document, Test Plan and Test Completion Reports.
- Check in Test Cases of APIs in Visual Studio and Logging Defects in **TFS** and **Azure**, also validating the calls of Job Processor's tasks and activities using **Splunk**.

Project 4: State Farm Insurance

Jun 2011 to Jun 2016

Role: QA Lead

- Test lead for the different releases of the Insurance applications; managing 5 different teams with 21 resources.
- Develop Test Plan, Test Approaches, Test Scripts and Test Cases, Test Execution, Defect Management and Triaging
- Support, co-ordination, and responsibility of the testing activities which includes review of test cases and test conditions, walkthrough of test cases with clients.
- Expertise in Unit, Smoke, Functional, Integration/system, and Regression Testing.
- Automated **over 4000+ Regression Test cases** for Agent Applications like Homeowners, Renters etc. through Testing.
- Generate customized test reports using
- TestNG and Eclipse IDE.
- Responsible for **signing off** the feature, final proofs in the releases.
- Sanity testing of environments for new versions installed.

Project 4: Open Link

Apr 2009 to Jun 2011

Role: Software Engineer

- Worked on Risk module of the application single handily.
- Managed different releases of the application and became SME of the module.
- Mentored other team members on the application.

EDUCATION & CERTIFICATES

- ❖ Bachelor of Engineering from ITM Gurgaon, MDU University
- ❖ ISTQB-ISEB Certified Tester Foundation Level
- ❖ Selenium Certified

ACHIEVEMENTS

- ❖ ACE Team Awardee-Accenture
- ❖ Instant Karma Awardee-Accenture